

## Section II. (Amendments of the Claims)

Amend claims 1-14, and add new claims 15-20, as set out in the listing of claims below.

1. (currently amended) A method of completing a quality voice telephone call between an Internet Web Page user of a Web Page on an Internet, said Internet Web Page user having ~~at least one~~ Customer Premise Equipment (CPE) device capable of ~~either voice or data, or both~~ voice and data communications, including PC, telephone, multimedia PC, multimedia TV and/or other multimedia devices, to a first Local Switch Service Access Provider (LSAP) and the an advertiser of a product/service on the Web Page having CPE premises communication equipment coupled to the same or another LSAP, said method comprising the steps of:

coupling a Managed Voice-over-Internet Protocol (MVoIP) ~~telephone network system~~ between said ~~Internet Web Page user~~ first LSAP and said ~~advertiser CPE such that~~ premises communication equipment to allow a PSTN quality voice telephone conversation ~~can~~ to take place between said Internet Web Page user and said advertiser;

using said CPE and said Internet to locate a product/service of interest to said Internet Web Page user;

associating an advertiser telephone number with said product/service of interest; and

using said Internet to enable said MVoIP system to establish at least voice connection and ~~preferably voice and IP data connections~~ between said Internet Web Page user and said premises communication equipment ~~said advertiser CPE~~ by means of said advertiser telephone number.

2. (currently amended) The method of claim 1 wherein said premises communication equipment is coupled to a second LSAP ~~further comprising the steps of:~~

~~providing a second LSAP as said advertiser CPE for establishing IP data connection with said Web Page user.~~

3. (currently amended) The method of claim 1 wherein said premises communication equipment comprises further comprising the steps of providing an Internet Protocol based premises communication equipment CPE as said advertiser CPE for receiving and transmitting both voice and Internet data from and to said Web Page user.

4. (currently amended) ~~The method of claim 2~~ A method of completing a quality voice telephone call between an Internet Web Page user of a Web Page on an Internet, said Internet Web Page user having Customer Premise Equipment (CPE) capable of voice and data communications, to a first Local Service Access Provider (LSAP) and an advertiser of a product/service on the Web Page having premises communication equipment coupled to a second LSAP, said method comprising the steps of:

coupling a Managed Voice-over-Internet Protocol (MVoIP) system between said first LSAP and said second LSAP to allow a PSTN quality voice telephone conversation to take place between said Internet Web Page user and said advertiser;

using said CPE and said Internet to locate a product/service of interest to said Internet Web Page user;

associating an advertiser telephone number with said product/service of interest; and  
using said Internet to enable said MVoIP system to establish at least voice connection between said Internet Web Page user and said premises communication equipment by means of said advertiser telephone number;

wherein the step of coupling an said MVoIP telephone system between an Internet Web Page user said first LSAP and the advertiser said second LSAP further comprises the steps of:

providing a first gateway in said MVoIP system for coupling both voice and Internet data links to said ~~Web Page user~~ first LSAP to allow such that voice can to be received at, and transmitted by, a telephone in said CPE of said Internet Web Page user telephone, and Internet data ~~can to~~ can to be entered into and transferred from said ~~Web Page user~~ CPE;

providing a second gateway in said MVoIP system for coupling both voice and Internet data links to said ~~advertiser~~ second LSAP to allow such that voice can to be received at, and transmitted by, said premises communication equipment advertiser CPE, and Internet data ~~can to~~ can to be entered into, and transferred from, said premises communication equipment advertiser CPE; and

coupling said first and second gateways together to allow both voice and Internet data to be transferred between said Internet Web Page user and said advertiser.

5. (currently amended) The method of claim 4 further comprising the steps of:

coupling at least one managed Web-based server to said first and second gateways for storing information data of said Internet Web Page user received from the Internet and necessary to complete a said quality voice telephone call to said advertiser ~~such as user telephone number, user name, address, and language preference, and user identification of the product/service preferences comprising flight information, ticket purchase, pricing, fares, color, and style; and~~

using said ~~Web Page user~~ information data of said Internet Web Page user to locate the an appropriate advertiser location and automatically connect the Internet Web Page user with said appropriate advertiser location.

6. (currently amended) ~~The method of claim 5~~ A method of completing a quality voice telephone call between an Internet Web Page user of a Web Page on an Internet, said Internet Web Page user having Customer Premise Equipment (CPE) capable of voice and data communications, to a first Local Service Access Provider (LSAP) and an advertiser of a product/service on the Web Page having premises communication equipment coupled to a second LSAP, said method comprising the steps of:

coupling a Managed Voice-over-Internet Protocol (MVoIP) system between said first LSAP and said second LSAP to allow a PSTN quality voice telephone conversation to take place between said Internet Web Page user and said advertiser;

using said CPE and said Internet to locate a product/service of interest to said Internet Web Page user;

associating an advertiser telephone number with said product/service of interest; and  
using said Internet to enable said MVoIP system to establish at least voice connection between said Internet Web Page user and said premises communication equipment by means of said advertiser telephone number;

wherein the step of coupling said MVoIP system between said first LSAP and said second LSAP further comprises the steps of:

providing a first gateway in said MVoIP system for coupling both voice and Internet data links to said first LSAP to allow voice to be received at, and transmitted by, a telephone in said CPE of said Internet Web Page user, and Internet data to be entered into and transferred from said CPE;

providing a second gateway in said MVoIP system for coupling both voice and Internet data links to said second LSAP to allow voice to be received at, and transmitted by, said premises communication equipment, and Internet data to be entered into, and transferred from, said premises communication equipment; and

coupling said first and second gateways together to allow both voice and Internet data to be transferred between said Internet Web Page user and said advertiser;

coupling at least one managed Web-based server to said first and second gateways for storing information data of said Internet Web Page user received from the Internet and necessary to complete a said quality voice telephone call to said advertiser; and

using said information data of said Internet Web Page user to locate an appropriate advertiser location and automatically connect the Internet Web Page user with said appropriate advertiser location;

wherein the step of using said ~~Web Page~~ user information data of said Internet Web Page user to locate the appropriate advertiser location further ~~comprising~~ comprises the steps of:

(1) ~~provide providing~~ menu navigation prompts ~~in place of the present day voice options of: "press [1] if you need..."; "press [2] if you need..."; "press [3] if you need..."; and other options as available;~~

(2) ~~locate~~ locating an idle advertiser agent using the menu ~~navigational~~ navigation prompts prior to connecting the quality voice telephone call to the Internet Web Page user;

(3) notifying said Internet Web Page user of options if no advertiser agents are available such as ~~"hang-up and wait for callback from advertiser"; and~~

(4) providing a voice and Internet data connection through said first and second gateways from advertisers said second LSAP to said ~~Web Page user~~ first LSAP.

7. (currently amended) The method of claim 2 further comprising the steps of:

coupling an international LSAP to said MVoIP system for connecting the CPE of said Internet Web Page user when said Web Page comprises an international Web Page user CPE to an advertiser's CPE to said premises communication equipment; and

providing voice and Internet data connections through said MVoIP from an advertiser's CPE said premises communication equipment to said ~~Web Page user's~~ international LSAP by means of said telephone number.

8. (currently amended) A method of establishing a Managed Voice-over-Internet Protocol ~~network~~ (MVoIP) network having a Voice-over-Internet Protocol (VoIP) telephone carrier-grade transmission quality equivalent to the carrier quality of the a Public Switching Telephone Network (PSTN) for generating voice communications between an Internet Web Page advertiser having CPE premises

communication equipment coupled to an Internet Web Page advertiser LSAP and a an Internet Web Page user having a CPE coupled to an Internet Web Page user LSAP, said method comprising the steps of:

providing a method to simulate ~~present~~ advertiser CPE premises communication equipment menus, prompts and procedures with menu navigation from an Internet Web Page of said Internet Web Page advertiser;

coupling said MVoIP network to (1) said ~~CPE for said~~ premises communication equipment of said Internet Web Page advertiser; (2) said Internet Web Page user LSAP ~~for the Internet Web Page user~~; and (3) said an Internet;

performing at least one of the steps of: (i) locating an Internet advertised product/service of said Internet Web Page advertiser having an associated telephone number ~~and/or~~ and (ii) correlating a an Internet Web Page of said Internet Web Page advertiser to an IP address on the MVoIP network by browsing said Internet with a said CPE of said Internet Web Page user CPE;

entering a request to said Internet with said CPE of said Internet Web Page user CPE to cause said MVoIP network to provide one of (i) voice communication and and/or (ii) voice and data communications with said premises communication equipment of said Internet Web Page advertiser CPE for said Internet advertised product/service;

entering into said Internet, with said CPE of said Internet Web Page user user's CPE, information concerning said Internet Web Page user that is necessary to complete a telephone call to said premises communication equipment of said Internet Web Page advertiser CPE ~~such as user telephone number, user name, address, and language preference, and user identification of product/service preference features such as flight information, ticket purchase, pricing fares, color, and style~~;

automatically connecting said ~~asseeiated~~ Internet Web Page advertiser to a server within the MVoIP network upon entry of said Internet Web Page user information;

menus, prompts and procedures with menu navigation from an Internet Web Page of said Internet Web Page advertiser

automatically navigating said menu menus, prompts and options procedures from said Internet Web Page of said Internet Web Page advertiser ~~provided by advertisers Web Page~~ which eliminates present day implementation of "press [1] if you need..."; "press [2] if you need..."; "press [3] if you need..."; and other options as required;

locating any idle advertiser location at said advertisers CPE premises communication equipment of said Internet Web Page advertiser through Internet Web Page navigation procedures prior to connecting the telephone call to said Internet Web Page user;

notifying said Internet Web Page user of options if no advertiser locations are available, via a menu on said CPE of said Internet Web Page user ~~users CPE~~ such as "hang up and wait for callback" and "wait for callback from advertiser" and/or "your expected queue time is"; and

providing voice and Internet data connections through said MVoIP network from ~~an advertisers CPE~~ said premises communication equipment of said Internet Web Page advertiser to ~~a Web Page user's~~ said Internet Web Page user LSAP upon prompts from said Internet Web Page advertiser.

9. (currently amended) A method of bypassing ~~the a~~ regulated toll portion of ~~the a~~ Public Switching Telephone Network (PSTN) to establish voice communications between an Internet Web Page advertiser having ~~a CPE premises communication equipment~~ coupled to an Internet Web Page advertiser LSAP and an Internet Web Page user having a CPE coupled to an Internet Web Page user LSAP, said method comprising the steps of:

establishing a Managed Voice-over-Internet Protocol (MVoIP) system that is capable of bidirectional transmission of both voice and Internet Protocol data communications in parallel with said regulated toll portion of said PSTN;

conducting at least one of the steps of (i) browsing said an Internet with a Web Page user said CPE to locate an Internet advertised product/service having an associated telephone number (ex and (ii) correlating the a Web Page of said Internet Web Page advertiser to an IP address on the MVoIP ) system;  
and

using at least one of said information associated telephone number and said IP address, as determined by said conducting at least one of the steps of (i) and (ii), to cause said MVoIP system to establish both voice and Internet Protocol data communications between the location of said Internet Web Page advertiser of said Internet advertised product/service located product/services and said Internet Web Page user through said Internet Web Page advertiser LSAP and said Internet Web Page user LSAP.

10. (currently amended) A method of completing a telephone call between ~~a an~~ Internet Calling Party having a first CPE coupled to a first LSAP and ~~a an~~ Internet Called Person having a second CPE coupled to a second LSAP, said method comprising the steps of:

bypassing ~~the a~~ regulated portion of ~~the an~~ existing Public Switching Telephone Network (PSTN) telephone ~~systems~~ system with an MVoIP ~~network~~ system having carrier-grade voice quality and that is coupled between said ~~Calling Party~~ first LSAP and said ~~Called Person~~ second LSAP ~~such that to~~ allow a voice conversation ~~can to~~ take place between said Calling Party and said Called Person;

locating ~~the a~~ name of the Called Person on ~~the an~~ Internet with ~~Calling Party~~ said first CPE;

selecting the name of the Called Person from ~~an~~ said Internet site using a cursor control; and

automatically enabling said MVoIP system to establish a voice connection between said Calling Party and said Called Person that bypasses the regulated portion of the existing PSTN ~~toll network~~ telephone system when the name of said Called Person is selected.

11. (currently amended) The method of claim 10 further including the step of locating the name of the Called Person from an e-mail document received on the ~~Calling Person~~ first CPE.

12. (currently amended) The method of claim 10 further including the steps of storing ~~the white~~ pages of a telephone directory on an Internet Web server ~~so that the~~ to enable a telephone number of the Called Person ~~can to~~ be located by the ~~Web Page user~~ first CPE.



13. (currently amended) A system for completing a telephone call between an Internet Web Page user, having a telephone and a PC coupled to an LSAP, and an Advertiser Call Center of an Advertiser, said system comprising:

a Managed Voice-over-Internet Protocol (MVoIP) telephone system capable of being coupled between said ~~Internet Web Page user~~ LSAP and said ~~advertiser~~ Advertiser Call Center ~~such that to allow~~ a voice telephone conversation ~~can~~ to take place between said Internet Web Page user and said ~~advertiser~~ Advertiser;

~~an advertiser~~ a product/service of interest to said Internet Web Page user being located by said Advertiser on ~~said an Internet~~ Web Page and selected with said PC by said Internet Web Page user PC;

a telephone number associated with said product/service of interest; and

Internet connection means to said MVoIP telephone system for enabling said MVoIP telephone system to automatically establish voice connections between said Internet Web Page User and said ~~product/service advertiser Call center~~ Advertiser Call Center upon selection of said ~~advertiser~~ telephone number associated with said product/service of interest by said Internet Web Page user.

14. (currently amended) The system of claim 13 further comprising:

a Web-based server forming a part of said MVoIP telephone system for storing advertiser prompts ~~such as "press [1] if you need..."~~, ~~"press [2] if you need..."~~, ~~press [3] if you need..."~~, as options selectable for use by said Internet Web Page user;

Internet Web Page user product/service selection information entered into said Web-based server through said PC by said Internet Web Page user PC;

circuit means within said MVoIP telephone system for automatically coupling said Web-based server to ~~the a~~ a telephone line of said ~~advertiser~~ Advertiser at said ~~advertiser~~ Advertiser Call Center upon selection of one of said options in accordance with said Internet Web Page user product/service selection information; and

MVoIP telephone system connection means for providing a voice telephone connection between said Internet Web Page user and said ~~product/service advertiser~~ Advertiser Call Center having Public Switching Telephone Network (PSTN) carrier-grade voice quality.

15. (new) The method of claim 1, wherein said CPE includes at least one device selected from the group consisting of PCs, telephones, multimedia PCs, multimedia TVs and other multimedia devices.

16. (new) The method of claim 5, wherein the information data of said Internet Web Page user received from the Internet and necessary to complete said quality voice telephone call to said advertiser includes at least one item of information data selected from the group consisting of user telephone number, user name, user address, user language preference, and user identification of the product/service preferences.

17. (new) The method of claim 16, wherein the user identification of the product/service preferences includes identification of at least one preference selected from the group consisting of flight information, ticket purchase information, pricing, fares, color, and style.

18. (new) The method of claim 8, wherein said information concerning said Internet Web Page user that is necessary to complete a telephone call to said premises communication equipment of said Internet Web Page advertiser includes at least one item of information selected from the group consisting of user telephone number, user name, user address, user language preference, and user identification of product/service preferences.

19. (new) The method of claim 18, wherein said user identification of product/service preferences includes identification of at least one preference selected from the group consisting of flight information, ticket purchase information, pricing, fares, color, and style.

20. (new) The method of claim 8, wherein said notifying said Internet Web Page user of options if no advertiser locations are available, via a menu on said CPE of said Internet Web Page user, includes notifying said Internet Web Page user of at least one of user options selected from the group consisting of (i) "hang up and wait for callback," (ii) "wait for callback from advertiser" and (iii) "your expected queue time is."